

The Contents of Case 09880973

Qnum	Query	DB Name	Thesaurus Operator Plural		
Q1	((chart\$ or graph\$ or graphic\$) with report\$) and computer\$	PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD	ASSIGNEE	OR	YES
Q2	((chart\$ or graph\$ or graphic\$) with report\$) and computer\$ and (respon\$ or answer\$)	USPT	ASSIGNEE	OR	YES
Q3	((chart\$ or graph\$ or graphic\$) with report\$) and computer\$ and (respon\$ or answer\$)	TDBD	ASSIGNEE	OR	YES
Q4	((chart\$ or graph\$ or graphic\$) with report\$) and computer\$ and (respon\$ or answer\$)	PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD	ASSIGNEE	OR	YES
Q5	Q4 AND @AD<=19980725	PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD	ASSIGNEE	OR	YES
Q6	Q4 AND @PD<=19980725	PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD	ASSIGNEE	OR	YES
Q7	Q5 OR Q6	PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD	ASSIGNEE	OR	YES
Q8	Q7 and (memor\$ or record\$)	PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD	ASSIGNEE	OR	YES
Q9	705/2-3,10,1.ccls.	PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD	ASSIGNEE	OR	YES
Q10	Q9 and Q8	PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD	ASSIGNEE	OR	YES
Q11	Q10 and ((prepar\$ or deriv\$ or build\$) with ((chart\$ or graph\$ or graphic\$) with report\$))	PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD	ASSIGNEE	OR	YES
Q12	6944352.pn. or 6014630.pn. or 5590325.pn. or 5065315.pn.	USPT	ASSIGNEE	OR	YES
	Q12 and ((prepar\$ or deriv\$ or build\$) with				

Q13	((chart\$ or graph\$ or graphic\$) with report\$))	USPT	ASSIGNEE	OR	YES
Q14	6044352.pn. or 6014630.pn. or 5590325.pn. or 5065315.pn.	PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD	ASSIGNEE	OR	YES
Q15	6044352.pn. or 6014630.pn. or 5590325.pn. or 5065315.pn.	USPT	ASSIGNEE	OR	YES
Q16	Q15 and ((prepar\$ or deriv\$ or build\$) with ((chart\$ or graph\$ or graphic\$) with report\$))	USPT	ASSIGNEE	OR	YES
Q17	Q16 and (memor\$ or record\$)	USPT	ASSIGNEE	OR	YES
Q18	5341291.pn.	USPT	ASSIGNEE	OR	YES
Q19	Q18 and (memor\$ or record\$) and interact\$	USPT	ASSIGNEE	OR	YES
Q20	Q19 and quer\$	USPT	ASSIGNEE	OR	YES
Q21	Q14 and touch\$	USPT	ASSIGNEE	OR	YES
Q22	Q10 and (touch\$ with screen\$)	USPT	ASSIGNEE	OR	YES
Q23	Q11 and (touch\$ with screen\$)	USPT	ASSIGNEE	OR	YES
Q24	Q23 and (memor\$ or record\$) and interact\$	USPT	ASSIGNEE	OR	YES
Q25	Q23 and (memor\$ or record\$)	USPT	ASSIGNEE	OR	YES
Q26	Q25 and Q5	USPT	ASSIGNEE	OR	YES
Q27	Q25 and Q4	USPT	ASSIGNEE	OR	YES
Q28	Q22 and Q6	USPT	ASSIGNEE	OR	YES
Q29	Q18 and scan\$	USPT	ASSIGNEE	OR	YES
Q30	5065315.pn. and scan\$	USPT	ASSIGNEE	OR	YES
Q31	Q30 and (pictur\$ or image)	USPT	ASSIGNEE	OR	YES
Q32	Q18 and (pictur\$ or image)	USPT	ASSIGNEE	OR	YES
Q33	Q15 and (pictur\$ or image)	USPT	ASSIGNEE	OR	YES
Q34	Q16 and (pictur\$ or image)	USPT	ASSIGNEE	OR	YES
Q35	Q14	USPT	ASSIGNEE	OR	YES
	Q14 and (pictur\$				

Q36	or image)	USPT	ASSIGNEE	OR	YES
Q37	Q4 and (pictur\$ or image)	USPT	ASSIGNEE	OR	YES
Q38	Q37 and ((prepar\$ or deriv\$ or build\$) with ((chart\$ or graph\$ or graphic\$) with report\$))	USPT	ASSIGNEE	OR	YES
Q39	Q38 and (memor\$ or record\$) and interact\$	USPT	ASSIGNEE	OR	YES
Q40	Q39 and Q1	USPT	ASSIGNEE	OR	YES
Q41	Q39 and Q9	USPT	ASSIGNEE	OR	YES
Q42	Q4 and ((buil\$ or generat\$) with (pictur\$ or image))	USPT	ASSIGNEE	OR	YES
Q43	Q42 and Q9	USPT	ASSIGNEE	OR	YES

Case Operation

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L1: Entry 1 of 6

File: USPT

Oct 31, 2006

US-PAT-NO: 7130821

DOCUMENT-IDENTIFIER: US 7130821 B1

TITLE: Method and apparatus for product comparison

DATE-ISSUED: October 31, 2006

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Connors; Christopher M.	Austin	TX		US
Miller; Andrew F.	Austin	TX		US
Walsky; Joshua P.	Austin	TX		US
Singh; James	Austin	TX		US
Leamon; Andrew	Wayne	PA		US
VanDyke; Jeffrey R.	Austin	TX		US

US-CL-CURRENT: 705/27; 705/26

ABSTRACT:

A method of comparing products is disclosed. The method includes selecting a first configuration representing a first product with a first attribute, selecting a second configuration representing a second product with a second attribute, and displaying the first attribute and the second attribute. As will be noted, the first attribute is defined in the first configuration, and the second attribute is defined in the second configuration.

38 Claims, 43 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 43

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L1: Entry 2 of 6

File: USPT

Mar 21, 2006

US-PAT-NO: 7016854

DOCUMENT-IDENTIFIER: US 7016854 B2

TITLE: Loyalty link method and apparatus with audio performance for integrating customer information with dealer management information

DATE-ISSUED: March 21, 2006

PRIOR-PUBLICATION:

DOC-ID

DATE

US 20020123933 A1

September 5, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Himes; Steven G.	Centerville	OH		US

US-CL-CURRENT: 705/14; 705/1, 705/64, 705/72

ABSTRACT:

A customer data capture system integrated with a dealership data management system allows customer and vehicle maintenance data to be exchanged between a kiosk on the floor of the dealership and the data management system. The customer inserts a customized card into a kiosk, and interacts with the pre-programmed software on the kiosk. The software recommends scheduled maintenance services and suggests potential coupon savings, based on the information received from the customer's card and the information stored in the data management system. A service order is generated and routed to the service department. As a result, the accuracy and speed of entering customer data are enhanced, while the dealership is able to offer value-added services at the point of sale, thus enhancing the dealership's business relationship with the customer.

31 Claims, 6 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 6

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L1: Entry 3 of 6

File: USPT

Dec 27, 2005

US-PAT-NO: 6981000

DOCUMENT-IDENTIFIER: US 6981000 B2

TITLE: Customer relationship management system and operation method thereof

DATE-ISSUED: December 27, 2005

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Park; Sang Kap	Seoul			KR
Bae; Young Pyo	Seoul			KR
Park; Jeong Yeol	Seoul			KR
Kim; Jeong Ha	Seoul			KR
An; Seong Nam	Kyonggi-do			KR
Kang; Sung Guen	Seoul			KR
Han; Min Sook	Seoul			KR
Kim; Pan Ju	Gwangju-shi			KR
Kang; Chang Won	Gwangju-shi			KR
Kwak; Hee Chul	Gwangju-shi			KR
Choi; Yoon Woo	Gwangju-shi			KR
Jo; Yeong Seok	Daegu-shi			KR
Kim; Sun Joo	Seoul			KR
Oh; Jin Seok	Daegu-shi			KR

US-CL-CURRENT: ~~707/104.1~~; ~~707/10~~, ~~715/108~~

ABSTRACT:

Disclosed is a customer relationship management system and operation method thereof that enables a technician to seize the customer's satisfaction and sensitivity with respect to respective service providers, perform reception of the corresponding customer based on the seized information, register the seized information in a database, and perform a service using a proper reception for the corresponding customer after confirming the sensitivity of the customer. According to the customer relationship management system and operation method, the customer can directly select the technician, and thus remove the uneasy feeling caused by a strange visitor. Also, by confirming again the customer's satisfaction with the service after completion of the service providing, the reliability of the service with respect to the customer is improved.

40 Claims, 29 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 27

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